

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2	customer near service and instant near message same status and 705/1.ccls.	US-PGPUB; USPAT	OR	ON	2008/02/11 12:57
S1	1	10/687956	US-PGPUB; USPAT	OR	ON	2007/12/01 13:21
S3	330	customer near service same expert\$1	US-PGPUB; USPAT	OR	ON	2007/11/29 12:54
S5	120	customer near service and instant near messenger same email	US-PGPUB; USPAT	OR	ON	2007/11/29 15:54
S13	218	"5619648"	US-PGPUB; USPAT	OR	ON	2007/11/30 11:06
S14	8	"6185599"	US-PGPUB; USPAT	OR	ON	2007/11/30 11:07
S15	2	"6255664"	US-PGPUB; USPAT	OR	ON	2007/11/30 11:30
S16	55	customer near service same agent same expert	US-PGPUB; USPAT	OR	ON	2007/11/30 15:22
S20	27	customer near service and instant near messag\$3 same expert	US-PGPUB; USPAT	OR	ON	2007/11/30 12:58
S21	17	"6044145"	US-PGPUB; USPAT	OR	ON	2007/11/30 12:52
S22	4	"6953332"	US-PGPUB; USPAT	OR	ON	2007/11/30 12:52
S23	17	customer same agent and instant near messag\$3 same expert	US-PGPUB; USPAT	OR	ON	2007/11/30 14:59
S24	2	2002/0128891	US-PGPUB; USPAT	OR	ON	2007/11/30 15:01

S25	1	"20020128891"	US-PGPUB; USPAT	OR	ON	2007/11/30 15:01
S26	76	customer near service same (agent or employee) same (expert or specialist) and (email or "e mail" or "instant message" or IM)	US-PGPUB; USPAT	OR	ON	2007/11/30 15:39
S27	12	customer near service same (agent or employee) same (expert or specialist) same (group or team)	US-PGPUB; USPAT	OR	ON	2007/11/30 15:54
S28	53	"5946387"	US-PGPUB; USPAT	OR	ON	2007/11/30 15:55
S29	29	"5953332"	US-PGPUB; USPAT	OR	ON	2007/11/30 15:55
S30	221	"5206903"	US-PGPUB; USPAT	OR	ON	2007/12/01 15:18
S31	17	call near rout\$3 same agent same expert	US-PGPUB; USPAT	OR	ON	2007/12/01 15:36
S33	15	agent near selects same expert	US-PGPUB; USPAT	OR	ON	2007/12/01 15:36
S34	138	customer near call\$2 same agent same selects same (agent or expert)	US-PGPUB; USPAT	OR	ON	2007/12/01 15:54
S35	11	customer near call\$2 same agent and forward same status same busy	US-PGPUB; USPAT	OR	ON	2008/02/07 10:39
S36	2	customer near service and agent same forward same status same busy	US-PGPUB; USPAT	OR	ON	2008/02/07 11:01
S37	32	customer near service and agent same instant near message same status	US-PGPUB; USPAT	OR	ON	2008/02/07 11:22

S38	80	customer near service and instant near message same status	US- PGPUB; USPAT	OR	ON	2008/02/07 12:01
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2/11/2008 12:59:23 PM

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customer service finding expert.wsp